

## ORGANIZATIONAL EXCELLENCE

### Grievance Processing Time



Federal Aviation  
Administration

#### FY 2009 Performance Target

*"Reduce average grievance processing time by 25 percent to 110 days from the 2006 baseline of 146 days."*

#### Flight Plan Objective and Performance Target

**Objective 1:** Implement human resource management practices to attract and retain a highly skilled, diverse workforce and provide employees a safe, positive work environment.

**Performance Target:** Reduce grievance-processing time by 30 percent (to an average of 102 days) by FY 2010 over the FY 2006 baseline of 146 days, and maintain the reduction through FY 2013.

	FY 2005	FY 2006	FY 2007	FY 2008	FY 2009
<b>Target</b>	N/A	Set Baseline	- 10.00%	- 15.00%	- 25.00%
<b>Actual</b>	N/A	Baseline Set	- 61.64%	- 63.69%	

#### Definition of Measure

**Unit of Measure:** The average number of days to process a grievance.

**Computation:** Grievance-processing time will be monitored and measured against the baseline (146 days) in FY 2007 through FY 2013. Incremental targets have been set for every fiscal year. Progress toward the overall 30 percent reduction in processing time is cumulative and should be evident in each of the 4 out years.

**Formula:** 
$$\frac{\text{Current Average Processing Time} - \text{Baseline}}{\text{Baseline}} \times 100$$

**Scope of Measure:** All union grievances nationwide filed or in process during the fiscal year in question, *except those grievances filed under the NATCA CPC contract with an incident date starting from 3 Sept 06 onward that are procedurally-deficient because they are not filed under the correct contract and/or are pre-empted by the filing of unfair labor practices charges.*

#### Why the FAA Chooses this Measure

To ensure a consistent and corporate labor management program, the FAA focuses on providing effective and efficient processes to train managers and supervisors, and handle grievances, negotiations, and contract administration.

#### Source of the Data

Grievance Electronic Tracking System (GETS) is a proprietary FAA system for tracking and processing grievances. The data are entered and updated by authorized users in regions, centers and headquarters. Personnel in the National Labor Management Relations Programs and Policy Division, AHL-400, manage the system.

#### Statistical Issues

GETS is pre-programmed to calculate the number of "Days in Process" for each step in each grievance record. These data can then be sorted, totaled, and averaged for further analysis.

#### Completeness

Grievances are identified and tracked by way of a unique identifying number that is assigned by GETS only after critical information is entered into the system. Similarly, to close a record requires the entry of a decision date. AHL-400 produces monthly reports for AHR management to use to verify completeness, accuracy, consistency, and timeliness of GETS data.

**Reliability**

The GETS database has built-in control elements that must be populated before a record can be accepted in the database. Completed records are not deleted. Both current records and completed records can be measured.